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### ATTACHMENT D – Performance Matrix

This section outlines the minimum primary and secondary performance indicator metrics for the UCC. The Contractor is encouraged to use innovative approaches to meet or exceed the standards specified herein. The Contractor shall perform all contract requirements in accordance with the performance levels below for each of the supported activities. The Government reserves the right to adjust or suspend the performance standards individually or in their entirety, and/or add other performance metrics as deemed necessary at any time during the performance period(s) of this contract. Any adjustment, suspension, and/or addition shall be in collaboration with the Contractor and with ample notice for change management.

The following are examples of criteria that may indicate the need for an adjustment or suspension of performance standards:

- A start-up event (to allow Contractor a period of time to meet the Government's criteria for performance excellence)
- A change of events in the Government environment (to allow a period of time for Contractor to adjust to the change)
- Baselines and thresholds appear either unattainable or trivially easy
- A need for the Government to cap funding levels for budgetary purposes

<b>Primary Key Performance Indicator Metrics</b>				
<i>Performance Indicators</i>	<i>Calculation</i>	<i>Expected Target Performance</i>	<i>Frequency of Measure/Reporting</i>	<i>Penalty (assessed monthly against)</i>
<b>Service Level (Responsiveness)</b>				
Call Service Level	% of calls answered in 20 seconds	80%	Daily, Weekly, Monthly, Quarterly, Annually	0.25% for each day non-compliant
Voicemail Service Level	% of voicemails retrieved with 1 business day	100%	Weekly, Monthly, Quarterly, Annually	1% for each week non-compliant
Electronic Mail	% of emails responded to in 1 business day	80%	Daily, Weekly, Monthly, Quarterly, Annually	-
	% of emails responded to in 2 business days	100%	Daily, Weekly, Monthly, Quarterly, Annually	0.25% for each day non-compliant
Fax	% of faxes responded to in 2 business days	100%	Weekly, Monthly, Quarterly, Annually	1% for each week non-compliant
Postal Mail	% of postal mail requests answered in 5 business days	100%	Weekly, Monthly, Quarterly, Annually	1% for each week non-compliant
Returned Mail	% of returned mail resolved in 5 days	100%	Weekly, Monthly, Quarterly, Annually	1% for each week non-compliant
Walk-up Window availability	No of occurrences of walk-up window absenteeism or unavailability	-	Weekly, Monthly, Quarterly, Annually	0.25% for each occurrence

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<b>Secondary Performance Indicator Metrics</b>			
<i>Performance Indicators</i>	<i>Calculation</i>	<i>Expected Target Performance</i>	<i>Frequency of Measure/Reporting</i>
<b>Data Quality / Analysis</b>			
Customer Problem Logging	% errors with UCCMS service request categorization	5% or less	Weekly, Monthly, Quarterly, Annually
Customer Information Logging	% duplicate customer records in the UCCMS system	5% or less	Weekly, Monthly, Quarterly, Annually
CSR Activity Logging	% of UCCMS service requests without logged actions	5% or less	Weekly, Monthly, Quarterly, Annually
	% of UCCMS requests for solutions with no solutions logged	10% or less	Weekly, Monthly, Quarterly, Annually
	% of UCCMS transfers with no transfer logged	2% or less	Weekly, Monthly, Quarterly, Annually
Problem / Request Resolution	% of UCCMS SRs with missing resolution info	2% or less	Weekly, Monthly, Quarterly, Annually
	% of UCCMS SRs with incorrect Closure status	2% or less	Weekly, Monthly, Quarterly, Annually
<b>Consistency/Accuracy</b>			
Canned Responses	% of SRs responded to with incorrect canned response	5% or less	Weekly, Monthly, Quarterly, Annually
Publications	% of publications incorrectly submitted to fulfillment center	2% or less	Weekly, Monthly, Quarterly, Annually
Transfers	% of calls / emails incorrectly transferred to another center	2% or less	Weekly, Monthly, Quarterly, Annually
PTDL Referral	% of PTDL referrals without logged PTDLs	2% or less	Weekly, Monthly, Quarterly, Annually
Returned mail logging	% of returned mail with incorrect logging details	2% or less	Weekly, Monthly, Quarterly, Annually
<b>Customer Service / Customer Satisfaction</b>			
Courtesy	% of calls and emails not following Courtesy guidelines	1% or less	Daily, Weekly, Monthly, Quarterly, Annually
Professionalism	% of calls and emails not following Professionalism guidelines	1% or less	Daily, Weekly, Monthly, Quarterly, Annually
Complaint	% of complaints not accurately logged and escalated to USPTO	1% or less	Daily, Weekly, Monthly, Quarterly, Annually

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Please note that if the performance levels achieved by Contractor are higher than the minimums provided above, there is no credit due under this provision. If contractor performance/service level agreement is above numerical standard, details will be recorded on the “past performance report card”.

Failure to meet any of the primary or secondary performance levels listed above shall entitle the Government to unilaterally take a negative incentive against the monthly billing of the Contractor. The penalty shall be a percentage amount of the monthly charge is specified in the tables above, where applicable. If the Contractor is consistently failing to meet the performance levels listed, notification will be made to the Contracting Officer in Procurement.